

 Veteran Owned



Veteran VERIFIED™

Frequently Asked Questions

MILITARY

Q: How do you verify my Veteran status?

A: We use a recognized leader in military verification to verify your Veteran status by accessing records in a number of databases including the United States Department of Defense. When we are unable to access a record or verify through database confirmation, we manually review official government documents and when appropriate, independently confirm their accuracy with the issuing government agency.

Q: What kinds of documentation can I submit?

A: We accept a wide variety of government issued documents. The types of documents we accept vary by verification type. We will show you the list of accepted documentation during the online verification process.

Q: Once my veteran status is verified, am I eligible for services offered by the SBA, VA, and others?

A: No. Our Veteran Verification does not automatically qualify you for other third-party services at this time. Please refer to the terms and conditions established by each third party for information regarding their eligibility criteria.

Q: I don't want to verify online. What other verification options do you offer?

A: Currently, we only offer this service online. If you have extenuating circumstances, please contact us at 800-683-5163.

Q: What happens if I can't prove I'm a Veteran?

A: This rarely happens. All military service men and women are provided official documentation upon discharge that we are able to accept. If you have extenuating circumstances, please contact us at 800-683-5163.

Q: I have questions that aren't covered here. Can you help me?

A: Yes. You can contact us at 800-683-5163 and one of our Specialists will be happy to assist you.

Q: What is the pricing for Veteran VERIFIED?

A: Veteran VERIFIED is available for one year from your date of purchase, free of charge to veterans. Your Veteran VERIFIED account will remain in pending status until your veteran-business ownership status is verified. Users will receive a Veteran VERIFIED decal, welcome kit, and VERIFIED certificate once they complete both the veteran business ownership and address verification process.

Q: How long does my Veteran verification product last?

A: The Veteran VERIFIED product has a one-year term from your date of purchase. 60 days prior to the product expiration, you will be notified about options for re-verification. Each piece of verified business information will remain verified until the end of the product term.

Q: How long will my verification status last?

A: You will have the opportunity to verify certain pieces of business information. After completing the verification process, each piece of verified business information will appear on your VERIFIED Business Report with a "Verified" status together with the effective date of the verified information. The information will stay in "Verified" status until the end of the product term.

Q: Can I get this product online via dandb.com?

A: Yes, go to dandb.com/verified to sign up for Veteran VERIFIED.

Q: What happens if I don't complete the veteran-business ownership verification process?

A: If you do not complete the veteran-business ownership verification process, we will be unable to verify your veteran status and your business information will not be qualified for distribution.

BUSINESS OWNERSHIP DOCUMENTATION

Q: Why do I have to submit my business ownership documentation?

A: Our Veteran VERIFIED product was developed to help businesses showcase their VERIFIED ownership information. For example, SBA requires that a business be owned (51% or more) by a veteran to qualify for its veteran-owned business status. We mirror these requirements in an effort to help foster marketplace ubiquity and transparency and to help make it easier for agencies to establish that our verification standards meet or exceed their established criteria.

Q: What kind of documentation can I submit?

A: We accept a wide variety of government issued documents. The types of documents we accept vary by verification type. We will show you a list of accepted documentation during the online verification process.

Q: How will you verify my ownership documentation?

A: We verify this information by utilizing best practices to help combat fraud and independently confirming accuracy against other sources.

Q: What happens if I don't submit my business ownership documentation?

A: Your verification status will remain in the "pending" status until all required documentation has been received, reviewed, and approved.

DECLARATION OF AUTHENTICITY

Q: Why do I have to sign a Declaration of Authenticity?

A: We require this to help prevent fraud, improve accuracy, and maintain integrity. Additionally, some third-party organizations require similar documentation, so this may help you complete their processes to the extent they accept our verification.

Q: What happens if I don't sign the Declaration of Authenticity?

A: Your verification status will remain in the "pending" status until all required documentation has been received, reviewed, and approved.

Q: Will the fact that I am a Veteran business be sent out to all of the 125+ sites that VERIFIED™ works with?

A: Your VERIFIED business information will be sent out to all of the sites, however, your veteran status will not be denoted in that distribution.

Q: What are possible ways that I might verify my business information and ownership?

- A:**
- Verify your payment
 - Provide a credit card and accept a \$1 charge
 - Verify your business phone
 - Receive a call with a code and enter the code into the VERIFIED Dashboard
 - Verify my business address
 - Receive a postcard with a code and enter the code into the VERIFIED Dashboard
 - Update my business ownership information
 - Provide business name, owner first and last name, email address, place where and date when business paperwork was filed
 - Upload one of 5 documents to prove business ownership (51% or more):
 - Articles of Incorporation (Corporation)
 - Operating Agreement (LLCs & Partnerships)
 - Secretary of State filing (Corporations, LLCs & Partnerships)
 - Page 1 of Schedule C or C-EZ (Sole Proprietors)
 - Page 1 of Business Federal Income Tax Return
 - Provide a declaration of authenticity that the information provided was correct

Q: Once VERIFIED™, how can a military serviceperson showcase his or her veteran status with Veteran VERIFIED™? In addition to the business information and ownership verification described earlier, what are other ways a veteran can verify his or her veteran status?

A: Other ways a veteran can verify his or her veteran status include:

- Providing personal information such as:
 - First and last name
 - Email address
 - Birth date
 - Discharge Date
 - Providing supporting documents (if requested)
 - Form DD214
 - Orders
 - VA ID
- Official Letter
- Any government document that displays first and last name, military status, and affiliation

Q: What information get distributed with VERIFIED's data distribution?

A: The following information get distributed:

- Business Name
- Department*
- Address, City, State, Zip
- Toll Free Phone Number
- Fax Number*
- Local Phone Number*
- Category 1 (SIC code)
- Category 2 (SIC code)*
- Category 3 (SIC code)*
- Website*
- Email*
- Brands*
- Products/Services*
- Year Established*
- Hours of Operation*
- Languages Spoken*
- Payment methods*
- Tagline*
- Logo Link*
- * if provided

Q: After my data is VERIFIED, how can I use the VERIFIED™ product?

A: You can use the VERIFIED Product in a number of ways:

- Display the sticker in the storefront so customers can see the business has been VERIFIED™ by Dun & Bradstreet
- Display the certificate at point of sale to demonstrate that the company has been VERIFIED™ by Dun & Bradstreet
- Display the electronic VERIFIED™ badge on the business website to portray the company has been authenticated by an unbiased third party and link it to the company's VERIFIED™ Business Report

Q: How can I use my online VERIFIED™ Business Report to help showcase my business credibility?

A: You can use the VERIFIED Business Report in a number of ways:

- Communicate to customers that the business has been VERIFIED™ by Dun & Bradstreet by linking to the VERIFIED Business Report in marketing materials
- Link to the VERIFIED Business Report on the business website to help show customers, partners, and prospects that the business is who it says it is
- Share the VERIFIED Business Report on social media

GENERAL VERIFIED INFORMATION

Q: How many different types of Verification statuses are there?

A: There are 3 verification statuses for data elements on the VERIFIED Business Report.

- Verified – If the data element is verified, then a green checkmark will be displayed.
- Verification Pending – If the data element requires any action from the user (for the process of verification which was initiated), then a clock icon will be displayed.
- Not Verified – If that data element is not verified, then a red mark will be displayed.

Q: How many badge statuses are there?

A: There will be 3 verification badge statuses for business profiles that are displayed on the VERIFIED Business Report.

- Verified – If the business is verified by any user, then the VERIFIED badge will be displayed on the VERIFIED Business Report.
- Verification Pending – If any user initiates the verification process (Free VERIFIED Product) and doesn't complete it, then the business will remain in pending verification state until the information is VERIFIED or for 10 days, whichever comes first. After 10 days, if the verification process is not complete, the information will revert to Not Verified.
- Not Verified – If the business is not verified by any user, then the VERIFIED badge will not be displayed on the VERIFIED Business Report. Instead, it will display the "Click here to Verify" button and upon clicking it will take the user to verify the business.

Q: Are my D&B® scores and ratings VERIFIED?

A: The Scores and Ratings section on the VERIFIED Business Report shows whether D&B® has assigned a score (which may include D&B PAYDEX® Score, Financial Stress Score, Supplier Evaluation Risk Rating, or Delinquency Predictor score) to the company. This section does not verify such scores or otherwise provide any additional information regarding such scores.

Q: How do I log in to my dashboard?

A: When users register on dandb.com, they set up a username and password. Using the same login credentials, the business owners can log in into the dashboard and access their VERIFIED Dashboard.

Q: What happens when I update any of my business info through Company Update? Will it reflect on my VERIFIED Business Report?

A: No. If a business owner updates through Company Update, that information will not get reflected on the VERIFIED Business Report.

Q: When I distribute my data to publishers, will it get published instantly?

A: It may take up to 90 days for that data to reflect on publishers' sites. Please note: we cannot guarantee the sites to which we distribute data will change the information.

Q: How many times a month can I change the information in my dashboard?

A: Users can update their data as often as they would like – there is no limit!

Q: When I update information on the Dashboard, will it be instantly updated on my VERIFIED business report page as well?

A: As soon as the information is VERIFIED, it will be updated on the VERIFIED business report page.